Home User Guide

New road, Queens Meadow, Wigmore, HR6 9UZ

July 2010
Version 1.0

A guide to enable occupants to understand and operate their home efficiently and how to make the best use of local amenities

Prepared by Markey Construction working in Partnership with West Mercia Housing Association.

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Introduction

The aim of this home user guide is to help you understand and operate your home efficiently and to make the best use of local facilities.

Your home has been built to achieve code 4 under the Department for Communities and Local Government Code for Sustainable homes (CSH). The building itself has been constructed using a prefabricated insulated timber frame which results in lower heating costs. All of the materials in your home are environmentally friendly and are from sustainable sources. To reduce water consumption the building has been fitted with water saving systems such as; a rainwater harvest system that reuses rain water for washing machines and toilet use.

When your house was constructed a Police Architectural Liaison Officer (ALO) carried out an inspection to ensure that it was safe and secure resulting in a secure by design certificate being awarded. During construction it also achieves a performance beyond compliance rating which is the highest rating in the Considerate Constructors Scheme. Both of these certificates can be found in the appendices at the back of the guide.

The guide itself has maintenance instructions on how you can continue to maintain your home to ensure it functions as efficiently as possible. It also gives tips on how you can live a more sustainable life resulting is savings on energy, water and your household bills.

It also gives details of you local waste collection services such as; days of collection and what to do with bulky waste items. If you are planning to carry out any DIY it makes suggestions on products that would be most suited to your property. It gives addresses and contact numbers for your local GP, Post Office and Supermarket. If you are planning a day out, look no further as the guide also suggests areas of interest such as historic buildings, parks and even where to see how cider is made locally.

1. Environmental strategy/design and features

1.0 SuDs

Sustainable (Urban) Drainage Systems are designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

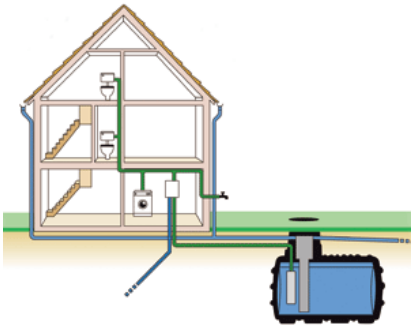
They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment, such as into water courses. Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The system at Queens Meadow has been designed by a hydrologist to be easy managed and will require no maintenance.

SuDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration
- evapo-transpiration (e.g. from a Green roof)

1.1 Rainwater harvesting

Freerain rainwater harvesting system gives the ability to collect rainwater from roofs which can then be stored and used as a source of free water.



The advantages of rainwater harvesting are that it,

- Saves money by reducing your water usage
- Can be used for flushing toilets, washing machines within your property

- A volume of water is kept out of the storm-water management system, thereby helping to reduce flooding risks
- And rainwater is better for your garden as it has a balanced ph and is free of chemicals such as chlorine.

Rainwater Harvesting Systems can simply be a water butt located under a down pipe from your guttering that you use to fill a watering with or it can be more sophisticated systems with a tank installed in a roof space with filters and pumps. Your dwelling has been fitted with a Freerain Rainwater Harvesting System which typically supplies 50% of your water requirements.

Maintenance requirements

When the system is on overflow mode, the filter is automatically cleaned. The filter which can be located in the manhole needs to be inspected and cleaning. This is a simple procedure that should be done one a month for the first 3 months and then once every quarter, to maintain the efficiency of the system. If freezing is expected and the pump is not submersed at a safe depth remove the pump from the water and store in dry conditions.

Solar

1.2 Your home has been fitted with GreenSkies Worcester FKC series flat panel solar collectors. This solar water heating system absorbs solar energy and converts it to heat that is pumped directly to your hot water cylinder – providing hot water from a clean, renewable source of energy. Solar water heating panels do not rely on high temperatures or direct sunlight to work. Even on cloudy days, they can deliver significant energy savings. That's because they work on the principle of light absorption, rather than needing heat or direct sunlight.

features and benefits:

- As solar energy harnesses the energy from the sun, it produces none of the CO2 emissions of using fossil fuels
- solar panels can be fully recycled

- The Greenskies system includes a control, which enables you to set the hot water temperature you require with ease
- Greenskies requires minimal maintenance and is extremely robust

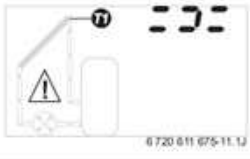
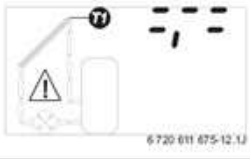
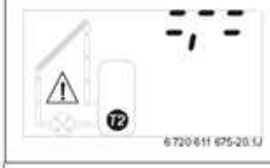
Maintenance

When carrying out maintenance work on the system set the mode selector switch **S** to solar heating pump **OFF**.

– The solar heating pump will stop.

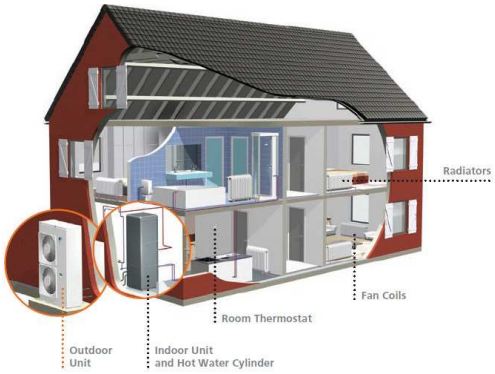
– The display backlighting is red,

OFF flashes and the symbol stops moving, you can then switch off the power supply.

Display shows (flashing red/yellow)	Cause	Remedy
	Short circuit on sensor lead to solar panel temperature sensor T1	Check sensor lead T1.
	Short circuit on sensor lead to solar panel temperature sensor T2	Check sensor lead T2.
	Break in sensor lead to solar panel temperature sensor T1	Check sensor lead T1.
	Break in sensor lead to solar panel temperature sensor T2	Check sensor lead T2.
	Indication of a fault in the system, e.g. shut-off valves closed, air in the system or defective solar heating system pump.	Check that the shut-off valves are open. Check the system. If necessary have the system bled. Check whether the solar heating system pump is working (see Section 5.3.2).

Air Source Heat Pump

1.3 Your home has been fitted with Daikin Altherma Air Source Heat pump. These heat pumps are highly flexible, energy efficient home heating system that extracts the heat from the outside air, raises this heat to a higher temperature and then distributes warmth around the home.



At the heart of the system lies an air to water heat pump. Because of this advanced technology, three quarters of the heat generated by the Daikin Altherma system is from a renewable energy source, the air around us, and therefore absolutely free of charge! It offers triple the efficiency of the most efficient boilers and produces 2/3^{rds} of all heating and hot water required for your home. This can save you on average £270 on yearly fuel costs compared with running an energy efficient A-rated boiler.

Operating instructions

To adjust the temperature in your home to a comfortable level and to save energy when you are away you will need to adjust the thermostat which is located in your hallway there are three setting which you can use;

Auto (automatic) will set your heating to a present temperature program which can be personalised.

Man (manual) this mode acts as a simple thermostat which has fixed set points throughout the day. The set point can easily be adjusted from 5°C – 35°C using the up and down keys.

Off mode sets the thermostat to the minimum of 5°C that acts as a frost prevention measure

Certified Timber

1.4 All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.

2. Energy

2.0 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year**.**

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need a 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

2.1 Details of EU labelling scheme for white goods

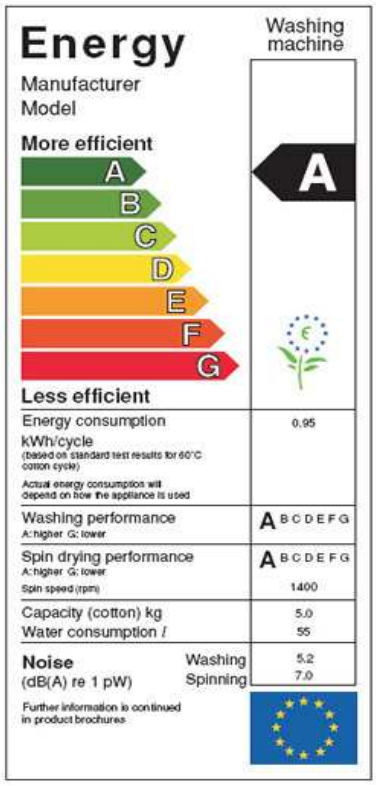
The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; Dishwashers, Washing Machines, Freezers, Fridge Freezers and Refrigerators.

All of which require a D rating or above.



For more detailed information on the EU labelling scheme please refer to the guide in the appendix at the back of the HUG

2.2 General information on energy efficiency

One of the key considerations when your house was being designed was the needed to be energy efficient so your home was built using the latest construction methods and environmentally friendly products. There are simple steps that you can take that will also improve your home's energy efficiency. With help from the Energy Saving Trust here are some simple steps that you can take;

Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent and typically saves around £55 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.

Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.

Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.

Always turn off the lights when you leave a room.

Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.

Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).

If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.

A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off.

For further information please visit; www.**energysavingtrust**.org.uk

3. Water Use

3.0 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; All wash hand basin taps have flow regulators which limits the flow to 3 litres per minute. The toilets have a 4/2.6 litre dual flush which gives the option to save water. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your electric shower has a flow rate of below 6 litres per minute.

There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

3.1 External water use and efficiency

There are also saving that can be made for external water use. Your dwelling has a water butt provide that gives you a supply of up to 220 litres of rainwater which can be used for general gardening purposes or even washing your car. As already specified you dwelling is fitted with a rainwater harvesting system that sends water directly to your toilets and washing machine.

Tips for outdoor water use

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

4. Recycling and waste collections

4.0 Your household refuse and recycling service

Herefordshire Council provides an easy and convenient way to dispose of your household refuse and recycling.

The benefits of the services;

- collections of refuse on a weekly basis
- recyclable items are collected together in one mixed container
- the recycling materials that are collected include; tin cans, aluminium cans, mixed glass, plastic bottles & containers, cartons, paper and cardboard

How the service works;

- Weekly collection of household refuse using black sacks
- Twice yearly delivery of 26 black sacks to each household
- Fortnightly collection of household recycling materials using a wheeled bin. Where wheeled bins are not appropriate, clear plastic sacks are provided. For more information on our wheeled bin exemption policy see the document in the resources box below
- Collections from the boundary of your property nearest the public highway
- Assisted collections can be arranged for elderly or disabled residents and if your collection. If you wish to arrange this service please call Hereford County Council on (01432) 260051 or email **recycling@herefordshire**.gov.uk

if your collection is missed;

If an information label has been placed on your refuse/recycling please follow the advice. However, if your refuse/recycling was out by 06.30am on the day of collection and in the correct place but has still been missed then please call (01432) 260051 to report it.

During any periods of adverse weather such as snow or flooding see 'Latest News' on the council home page for the most recent information on collections.

4.1 Information on recycling bins and there location

In your kitchen cupboard you will find two 20 litre recycling bins one of which has a divider that creates two 10 litre bins (and one 20 litre) this is to assist you in segregating your waste and is in additional to your standard waste bin.

4.2 Information on compost bins and there location

Your home has been provided with a compost bin which is located in your back garden next to your shed and is accessible from the footpath. It can be used for disposing of garden waste and house hold organic waste such as; tea bags, uncooked vegetables, fruit and egg boxes. Please keep out; meat, nappies, dairy products and animal foul.

For further information please visit; www.**recyclenow**.com

4.3 What is **WRAP**?

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; www.**wrap**.org.uk

5. Sustainable DIY

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable and are not hazardous to your health

Timber – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging don't necessarily cost more, often perform well, and many are widely available. For example:

- using reclaimed wood saves energy and resources

When buying timber it is important to know where is has come from buying timber that is FSC (Forestry Stewardship Council) certified or has a CoC (Chain of Custody) will ensure that it has come from a sustainable resource.

Paints & Finishes - When choosing a paint or finish try to find the one with the lowest environmental impact possible for the job:

- if you have the choice, choose a product without a hazard warning on the label (a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint
- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (this means that they have a lower impact on the environment)

Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- try to avoid putting heating in your conservatory, as few conservatories are well insulated and much of the heat is likely to be lost
- think about using solar power for water features and lighting in your garden

Manufacturing tools uses energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

6. Alarm information

Your home has been fitted with an Ei156TLH Optical smoke alarm which can be found in the hall of your property and a heat alarm has been fitted in the kitchen. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.

- Pressing the button will test the alarm and sound the horn while suppressed

- When the battery is empty the alarm will flash and beep every 40 seconds to indicate in needs recharging

- Alarm has a 5 year guarantee

7. HUG (Home User Guide) alternative formats

If you require a copy of this guide in an alternative format please contact Markey Construction

Markey Construction
Unit Q1
Quadrant Distribution Centre
Quadrant Way
Hardwicke
Gloucester
GL2 2RN

01452 886 155

info@**markeyconstruction**.co.uk

Electronic versions can be found at the following address

www.**markeyconstruction**.co.uk

8. Recycling and waste

8.0 What to do with waste that is not covered by the standard weekly collection

If you have waste that is not covered by your weekly collections that can not be reused, here are some suggestions to how it can be disposed of;

Bulky waste

Herefordshire Council operates a service for the removal of bulky items of household waste. This service is available to householders within Herefordshire only.

Free standing bulky domestic items or appliances which exceed 25 kilograms in weight or which do not fit or cannot be fitted into a domestic bin fall under this collection service. Please note, only items which can be lifted by a maximum of 2 people will be collected.

The cost for this service is £15.00 for up to three items, additional items are charged at £5.00 per item. Any resident who wishes to take advantage of this service can easily do so by:

1. You can call Hereford County Council on 01432 260051, who will take an immediate payment by credit or debit card and give you your collection day straight away.

2. Visit one of the Council Offices where you can pay by any method.

3. Complete the request form available **herefordshire**.gov.uk housing website by clicking on the document in the box to the right and return it to the address shown on the form, together with the required payment.

Please note that items to be taken must be identified upon placing the booking or amended not later than 24 hours before collection is due to take place. Any item not listed will not be collected.

Will be collected	Will not be collected
Armchair Bed base & headboard (1 item) Bicycle Bedside table Cabinet (free standing) Carpet Chairs (2 x dining, kitchen or patio) Chest of drawers Children's swing or climbing frame (DISMANTLED) Cooker - Gas/Electric (disconnected from mains) Cupboard (free standing) Dishwasher Dressing Table & chair DVD/Video player Freezer Fridge Lawnmower (no sit on mowers) Ottoman Box Mattress Microwave PC hard drive PC monitor Sofa Stereo & 2 speakers Sun lounger (used in the garden) Table Tumble dryer Television Underlay Washing Machine Wardrobe (free standing)	Asbestos Bathroom Suites Clinical waste Doors Domestic Refuse (black bag waste Fencing Fluorescent lighting tubes Grass or garden cuttings Hazardous waste Kitchen units or worktops Liquids Paint Rubble Sheds Shower trays or shower screens Sinks Soil/stones Windows

You can recycle all of the following at both the Rotherwas and the Leominster Household Waste Sites (HWS), further details are available on the Council's website and for your nearest main centre details can be found below.

Batteries

Household batteries are accepted by all Household Recycling Centres. Some retailers also provide in store recycling facilities for batteries in order to fulfill their obligations under the recent EU battery directive. Battery recycling points are available at Tesco and Coop stores in the Forest of Dean.

Computers & IT Equipment

Engelhards, Cinderford: There is a unit cost for a computer monitor of £7, but all other equipment is recycled free of charge. There is a collection charge of £10 per trip or equipment can be dropped for free at their depot. Call 01594 827744 for further information.

IT Schools for Africa, Cheltenham: Companies, organisations and groups can donate old working PCs and laptops, monitors and printers. Bulk donations will be collected free of charge but individual items can be taken and dropped off for free. For more information call 01242 228800

Electrical and Electronic Equipment

Electrical and electronic items cover a wide variety of items including: audio visual equipment, lighting, household appliances, IT and telecoms equipment, tools and even toys. Most electrical and electronic equipment will contain hazardous substances such as mercury, lead or cadmium so it is essential that these items are disposed of responsibly.

Following the introduction of the Waste Electrical and Electronic Equipment (WEEE) Directive, retailers now have a responsibility to ensure their customers can return their WEEE free of charge and many now offer in-store take back schemes. Alternatively, electrical and electronic equipment can be taken to the local Household Recycling Centre.

Paint

The County Council provides chemical banks at all the Household Recycling Centres in which tins of paint can be deposited. If the paint is water based i.e. emulsion, and has dried up completely then it can be placed in with the non-recyclables at any of the Household Recycling Centres (HRCs).

For large quantities of usable paint try contacting the Gloucestershire Resource Centre 01452 504442.

8.1 Local recycling facilities and tips

If you have waste that is not covered by your local collection scheme you can dispose of it at your local waste centre.

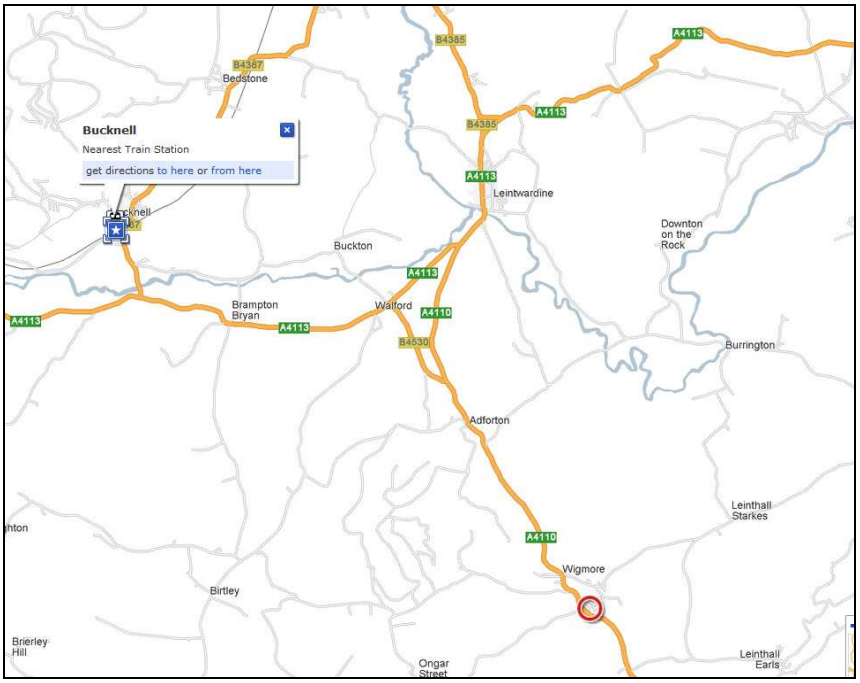
Main Centre	Local Facilities
Leominster Bridge Street HR6 8EA (01568) 614271 Mon-Sun 08:00 - 18:00 (Inc. Bank Holidays except Christmas Day, Boxing Day & New Years Day)	Bridge Street – HWS, HR6 8EA Etnam Street Car Park, HR6 8AQ Leominster Golf Course, HR6 0LE Morrisons, HR6 8RN

9. Public transport

9.0 Details of public transport

Your nearest train station is Bucknell and is located on the map below. For further enquires and train times please contact the following;

Station info	Buying tickets
Bucknell Railway Station Weston Road Bucknell Shropshire SY7 0AD **arrivatrainswales**.co.uk	**nationalrail**.co.uk **thetrainline**.com **virgintrains**.co.uk



Bus Route

There are no bus routes in the immediate vicinity of Queens Meadow. The closest service is the 492, which operates along the B4361 Leominster – Ludlow road and the

496, which runs along the B4390 at Cobnash. For more details on these services please refer to the 492 and 496 timetables at the back of this guide.

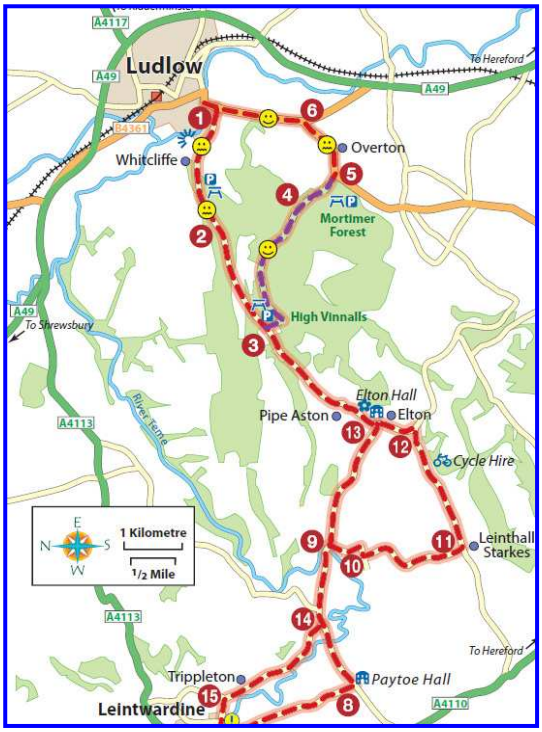
For more bus service information please call; 0871 200 2233.

9.1 Details of cycle storage and cycle paths

In your back garden you have a shed which can be used for cycle storage. It has a steel fixing which is in a concrete foundation and can store two bicycles.

Your shed has:

I. Easy and direct access from/to the dwelling(s) and from/to the cycle store to a public right of way.
II. Have a permanent lock, (not a padlock), that conforms to BS 3621:2004.
III. A steel fixing set in concrete to manufacturer's instructions, which allows both the wheel and frame to be locked securely.



And to get you started here is a local cycle route that is approximately 7km

Starting Point

Elton Hall, famous for its gardens of follies and statues. Look out for Highland cattle and Hebridean sheep in the fields.

12. Take the left turn to Ludlow passing through the village of **Elton**.

11. Turn left at the T-Junction at **Leinthall Starkes** turn right (signposted Ludlow). You'll see the windmill in the trees above the road to your left. Continue along this road passing **Petchfield Farm** on your left. **Wheely Wonderful** provide bike hire. Open Easter to October 9am-5pm.

10. The road zigzags. Take care to bear right around the corner and not straight ahead to the Willows. The road climbs up for 1/2 mile then down. Look ahead. *Can you see the windmill on the hill?*

9. Cross over the stone bridge and take the left turn just after the bridge (signposted Leinthall Starkes).

For more information on cycling in the region please visit the following websites;

Cycle Routes	Cycle Clubs
cyclehereford.com	**herefordwheelers**.com
Sustrains.org.uk	**lacf**.org.uk (Ledbury Cycle Area Forum)

9.2 car parking, park & ride schemes and car hire

Due to the rural location of your home there are no public car parks or park & ride facilities in the area. In 2009 the council has been awarded funding for a park and ride in Hereford but as yet there are no facilities available.

Car Hire

Jim Melia Rentals
Hereford Road
Leominster,
Herefordshire

EC Price
35 Broad Street
Ludlow SY8 1NL

Enterprise Rent-A-Car
Holmer Road
Hereford
HR4 9LX

HR6 8JS		
01568 610 576	01584 872 941	01432 268 462
jimmeliarentals.co.uk		enterprise.co.uk

9.3 How to get to local amenities in the area by public transport or cycling

Your home is located just off the A4110 this will be the link to all local amenities and can be used by car or bicycle, it is important to note that there is no cycle path along this road so it is recommended you wear the appropriate safety equipment.

10. Local Amenities

The following provides you with the locations of various amenities within the local area;

Schools	**Wigmore Primary School**, Ford Street, Wigmore, Leominster, HR6 9UN	01568 770 333 wigmorepreschool.co.uk

- Quality care from 2 years to school age.
- Caring, qualified committed staff.
- Ofsted 2009 rating "Good" and "Children's achievements are outstanding"
- Nursery education funding available.

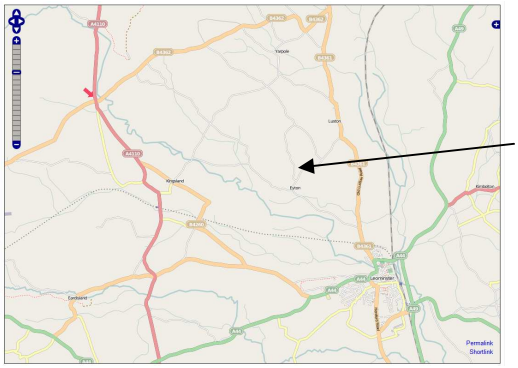
Quality care for children from 2 years to school age
Welcome to
OFSTED registered vouchers accepted
Wigmore Pre school

- Places available

	Moor Park, Richards Castle, Ludlow, Shropshire, SY8 4DZ	01584 876 061 moorpark.org.uk
	The Minster College, Castlefields, Leominster, HR6 8JJ	01568 613 221 theminstercollege.com
GP surgeries	**Croase Orchard Surgery**, Kingsland, Leominster, HR6 9QL	01568 708 214
	The Marches Surgery, Westfield Walk, Leominster, HR6 8HD	01568 614 141
Community Centre		**Lingen Community Resource Centre**, Lingen Hall, Lingen, Bucknell, Shropshire, SY7 0DY 01544 267 034
Play Areas	**The Play House Co**, Park House, Kingsland, Leominster, HR6 9SQ	01568 709 103
	Hicks Farm, Boresford, Presteigne, LD8 2NB	01544 260 237

Outdoor areas	 **Berrington Hall**, Berrington, Leominster, HR6 0DW 01568 615 721 visitbritain.com One of Henry Holland's first houses, visitors can explore the family rooms and see how the servants moved around the house unseen by the family and guests. The house is surrounded by Brown's final landscape. Though it has a slightly austere exterior, the house has delicate interiors and a homely, welcoming feel	
	Croft Castle, Yarpole, Herefordshire	01568 780 246 nationaltrust.org.uk
Supermarket	**Morrisons**, Baron's Cross Road, Leominster	01568 610 384
Place of Worship	**Kingsland C Of E Church**, Longford, Kingsland, Herefordshire	01568 708 255
Pharmacy	**Boots**, 18 Corn Square, Leominster, HR6 8LR	01568 612 721 boots.com
Leisure Centre	**MORTIMER LEISURE CENTRE,** Wigmore. HR6 9VW	01547 540177
	Leominster Leisure Centre, Coningsby Road, Leominster, HR6 8LL	0845 241 2540 haloleisure.co.uk

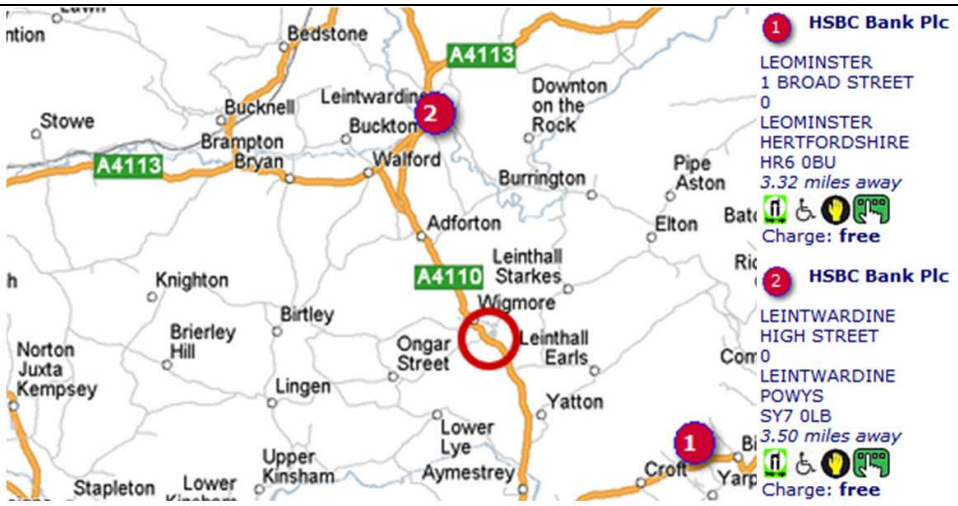
Public House	**Ye Old Oak Inn, Wigmore,** Herefordshire, HR6 9UJ	01568 770247
News agents	**Mortimers Country Stores** Broad Street, Wigmore. HR6 9UJ	01568 770307
Post Office	**Kingsland Post Office,** Kingsland, Leominster, HR6 9QS	01568 708 201



Nearest Post office

Queens Meadow

Cash Points



For more cash points please visit the following; www.**link**.co.uk

11. Things to do

The Cider Museum

Visit Hereford's famous Cider Museum and learn about the history of cider making - how the apples were milled and pressed and how the resulting juice was fermented to produce cider.

Set in a former cider making factory, visitors can explore original cider champagne cellars and view cider making equipment, a cooper's workshop and a vat house.

Listen to historical recordings and view 19th century watercolours of cider apples and perry pears and appreciate the delicately engraved collection of English lead crystal cider glasses dating from the 18th century onwards.

21 Ryelands Street,
Hereford
HR4 0LW,

enquiries@cidermuseum.co.uk,
01432 354207

Wigmore

Was the hub of the Mortimers for nearly four centuries. The ancient castle is within easy walking distance of the village and the scattered ruins of the gatehouse, towers, curtain walls and stone keep are now in the care of English Heritage. Wigmore Abbey, an Augustinian foundation, was endowed by the Mortimers but all that remains is now incorporated into the structure of [illegible]ouse, although the outline is

Built on the pinnacle of a hill overlooking the village,

St. James church has a Norman nave and herringbone masonry is visible on the outside of the north wall. The parish is still the Parish of Wigmore Abbey and has nine ancient churches in the surrounding villages of Adforton, Brampton Bryan, Burrington, Downton-on-the-Rock, Elton, Leinthall .Starkes, Leintwardine, Pipe Aston and Wigmore. All are open during daylight hours and well worth a visit.

Teme Valley Youth Project

Right on your door step in the Teme Valley Youth Project whose aim is "to engage young people's creativity and to provide resources and services which meet young people's needs and enhance their inclusion in the local community."

As a Youth charity the priority group is disadvantaged young people between 14 (school year 9) and 25. During club sessions, members can use 2 free pool tables, air hockey, table football, darts, Play station, the Internet and I.T suite, big screen cinema equipment, magazines, art and craft materials, a drum kit and keyboard, sports kit, tuck shop, café and garden.

For more information please visit; www.**tvyp**.net

12. Responsible purchasing

Reduce the energy costs of running your white goods appliances

Apart from heating your home, the energy you use in yor home is mostly used up by our appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they've already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We don't need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we aren't paying way over the odds by keeping an eye on competitive tariffs.

organic food procurement/ food growing/ local produce

Organic Revolution (right)
Mahallom Farm, Huntington, Kington,
Herefordshire, HR5 3PT

(01544) 231688

info@organicrevolution.co.uk

Farmers Fruit and vegetable market
1 Mill Street
Ludlow
SY8 1AZ
01584 873 532

13. Emergency information

In case of an emergency please dial **999**

13.0 Location of A&E and local minor injuries clinics

Hospitals

Accident and emergency
County Hospital Hereford
Stonebow Road,
Hereford,
Herefordshire,
HR1 2ER

01432 355444

Minor Injuries Unit
Leominster Community Hospital
South Street,
Leominster,
Herefordshire,
HR6 8JH

01568 614211

13.1 Location of police / fire station

Police

West Mercia Police
Leominster Police Station
Enterprise Way
Leominster
Herefordshire
HR6 0LZ

03003 333000

Fire station

Hereford & Worcester Fire & Rescue Service
Leintwardine Fire Station,
Rosemary Lane,
Leintwardine,
Craven Arms,
Shropshire
SY7 0LP

0845 1224454

14. Links and references to further information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Markey Construction
Unit Q1
Quadrant Distribution Centre
Quadrant Way
Hardwicke
Gloucester
GL2 2RN

01452 886 155

info@**markeyconstruction**.co.uk

Electronic versions can be found at the following address

www.**markeyconstruction**.co.uk

If you would like any further information on what has been covered in the guide please contact the following organisations

West Mercia Housing Association
Barnsley Hall
Barnsley Hall Road
Bromsgrove,
Worcester.
B61 0TX

01527 556400

info@**wmhousing**.co.uk

www.**wmhousing**.co.uk

Herefordshire county council
Cattle Market
Hereford
HR4 9HX

01432 272 504

info@**herefordshire**.gov.uk

www.**herefordshire**.gov.uk

Leominster Town Council
17 West Street
Leominster
Herefordshire
HR6 8EP

01568 611734

townclerk@leominstertowncouncil.gov.uk

leominstertowncouncil.gov.uk

Sustrans
www.**sustrans**.org.uk

Recycle now
www.**recyclenow**.com

Cashpoints
www.**link**.co.uk

Postoffice
www.**postoffice**.co.uk

Energy saving trust
www.**energysavingtrust**.org.uk

WRAP
www.**wrap**.org.uk

National Trust
www.**nationaltrust**.org.uk

News agents
www.**martinmccoll**.co.uk

15. Appendices

Secured By Design

Certificate of Approval

This is to certify that

Kings Meadow,s New Devlopment Herefordshire.

has been approved for

'Secured by Design'

Developed by

West Mercia Housing Ltd

Issued by

West Mercia Police

Signed: _____ Date:30/07/10 SBD Ref: CN/WM 2

West Mercia POLICE

SERVING · PROTECTING · MAKING THE DIFFERENCE

The **'Secured by Design'** scheme and award have been developed by the Association of Chief Police Officers to establish a minimum standard of physical security, together with an approved development layout, designed to reduce the opportunity for crime and anti-social behaviour.

Performance Beyond Compliance

Presented to

Mr John Mullaney

Of

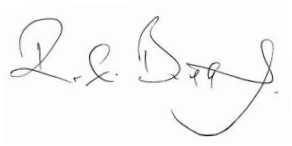
Markey Construction

For

Kings Meadow, Wigmore

When visited by the Considerate Constructors Scheme's Monitor, this site performed beyond compliance by scoring at least four points in each of the following eight sections of the Scheme's Site Code of Considerate Practice:

Considerate	Cleanliness	Respectful	Responsible
Environment	Good neighbour	Safe	Accountable



Robert Biggs, BSc CEng MIStructE MICE MCIOB FRICS PPBEng MIMgt
Chairman, Considerate Constructors Scheme Ltd.

Issue Date: 25 June 2010 Site ID: 40156

Improving the image of construction

Composting

Getting Started - Tips for top compost

- Position your composter on bare soil, not concrete or decking. It should be easy to get to all year round.

Have a caddy in the kitchen to get you into the composting habit!

- Get a good mix of **'greens'** (e.g. vegetable peelings) and **'browns'** (e.g. scrunched up cardboard). Try to add equal layers of **greens and browns,** this will help create air pockets for the microbes that break the material down to breathe, speeding up the rotting process.

- Composting works best if you add lots of materials at once. Chop chunky items into small pieces to speed up the process. Make sure that your compost is moist but not wet. Add water if it's too dry. Cover and add dry material if it is to wet.

Young nettles are an excellent natural accelerator!

- Keep adding a good mix of materials. After nine months your compost should be ready - dark in colour and have an earthy smell. When done you will have a rich compost to improve the soil on your plant or vegetable beds - and all for free!

Start composting now!

At least 30% of your household waste could be composted.

Things you **CAN** put in your compost bin are:

Greens

- ✓ Grass cuttings
- ✓ Tea bags
- ✓ Coffee grounds and filters
- ✓ Leaves
- ✓ Spent bedding plants
- ✓ Old flowers
- ✓ Nettles
- ✓ Vegetable peelings
- ✓ Pond algae and seaweed

Browns

- ✓ Egg shells
- ✓ Fallen leaves
- ✓ Feathers
- ✓ Egg boxes
- ✓ Cereal boxes
- ✓ Corrugated cardboard *(scrunched up in small amounts)*
- ✓ Newspaper *(scrunched up)*
- ✓ Toilet tubes
- ✓ Shredded confidential documents
- ✓ Corn cobs and stalks
- ✓ String
- ✓ Rabbit & guinea pig bedding

DO NOT COMPOST

- ✘ Meat or any material prepared with meat
- ✘ Plate scrapings
- ✘ Fish
- ✘ Cheese
- ✘ Coal ash
- ✘ Dog poo and cat litter

Washing machines, washer-dryers and dishwashers

How well does the product perform?

The 'A-G' indicators here are similar to the main energy efficiency ratings and are based on European standards (the test cycle used is on the label): 'A' is the best performance and 'G' the worst. Using models with 'A' ratings for both energy efficiency and performance, together with lower than average water consumption, will save you the most money – as well as being the best for the environment.

Conserve water

To help you choose a water efficient model, the table below shows roughly how much water typical appliances use.

Washing machine:	30-100 litres per wash programme (based on a wash load capacity of 5kg)
Washer-dryer:	60-200 litres per wash and drying programme (based on a wash load capacity of 5kg)
Dishwasher:	10-30 litres per wash (based on an 8-place setting)
Dishwasher:	10-50 litres per wash (based on a 12-place setting)

Further information

Noise

Manufacturers don't have to provide information on noise. If shown, the lower the number, the quieter the appliance.

Light bulbs

In addition to the standard 'A-G' scale for energy efficiency, information on the packaging must include luminous flux (light output) of the light bulb in lumens, the input power of the light bulb in watts and the average rated life of the light bulb in hours.

No labels?

Ask your retailer first - he must, by law, provide this information. Local authorities in England, Wales and Scotland are responsible for enforcing the regulations that cover energy labels and similar energy information in mail order catalogues etc. Enforcement in Northern Ireland is the responsibility of the Trading Standards Service of the Department of Enterprise, Trade and Investment.

You can obtain contact details for your local Trading Standards Department by visiting www.tradingstandards.gov.uk and entering your postcode.

Related programmes

Save Energy

To find out more ways to save money on your energy bills and choose efficient appliances, visit www.est.org.uk/myhome or call your local Energy Efficiency Advice Centre on 0800 512012 between 9am and 5pm Mondays-Fridays.

Market Transformation Programme

Energy labelling is supported via Defra's Market Transformation Programme. To find out more about this Programme, visit www.mtprog.com or call the Programme's helpline on 0845 600 8951.

Market Transformation Programme

For further copies of this leaflet contact: DEFRA Publications, Admail 6000, London SW1A 2XX
Tel: 08459 556000

Printed on recycled paper containing 80% post consumer waste and 20% totally chlorine free pulp.
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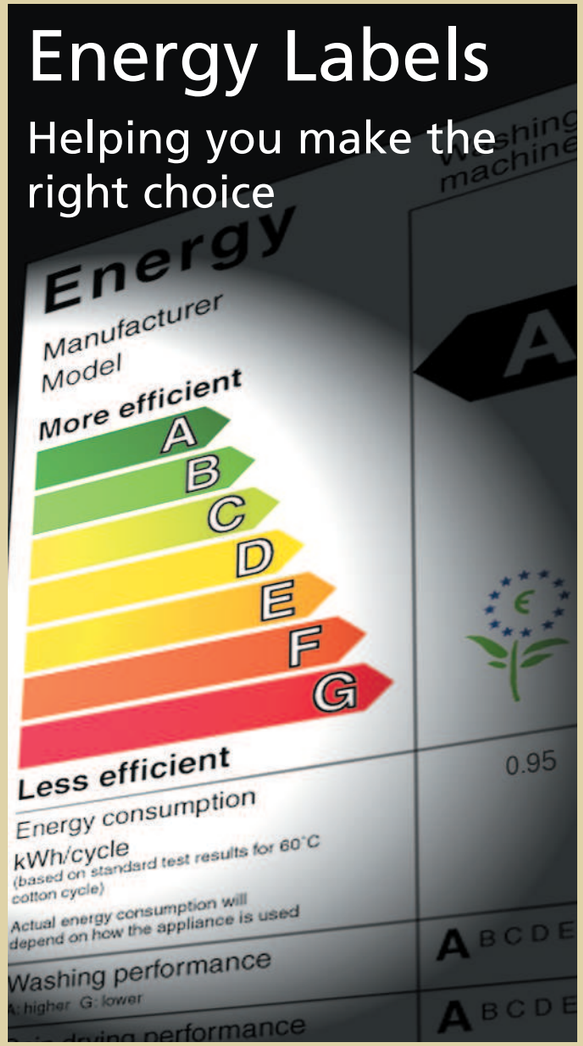
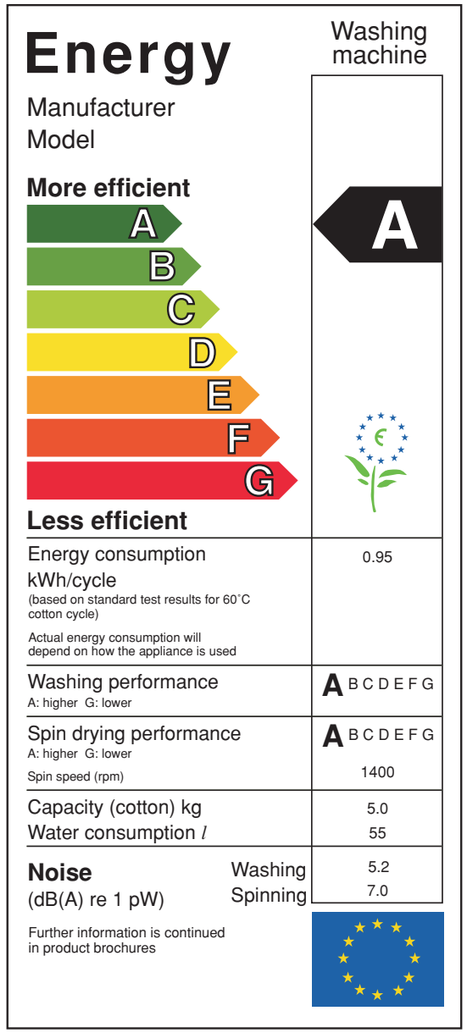
Energy Labels

Helping you make the right choice



About Defra
www.defra.gov.uk

defra
Department for Environment Food and Rural Affairs



By law, the European Community Energy Label must be displayed on all new household products of the following types displayed for sale, hire or hire-purchase:

- **Refrigerators, freezers and fridge-freezer combinations**
- **Washing machines**
- **Electric tumble dryers**
- **Combined washer-dryers**
- **Dishwashers**
- **Lamps**
- **Electric ovens**
- **Air conditioners**

Mail Order catalogues, Internet advertisements and manufacturers' literature must contain similar information. You should expect to be provided with this information wherever you buy or hire these products.

How to Use the Energy Label To Choose More Efficient Products and Save you Money

What you get for your money – Energy Efficiency

The more efficient the product, the less energy it needs and the more you get for your money. 'A' rated products are the most efficient and 'G' rated products the least efficient. The most efficient fridges and freezers can now be identified by new 'A+' and 'A++' markings on the large black arrow appearing against the green 'A' arrow.

How much will it cost to run – Energy Consumption

This tells you how much electricity the product uses, in kilowatt hours (kWh)*. Use the kWh figure to see how much electricity and money you might save if you chose a different model. Using less electricity is better for the environment and for your pocket.

** When you buy electricity, your supplier charges you for how many kWh or 'units' of electricity you use. A one bar electric fire uses 1kWh in one hour. A 100watt electric light bulb uses 1kWh in 10 hours' use (an energy-saving light bulb would go on for 40 hours on 1kWh of electricity!).*

Actual savings will, of course, depend on how you use the product and how much you pay for your electricity. You can also save money by running washing machines, washer-dryers and dishwashers only when you have a full load, using economy and low temperature settings, and spin-drying clothes well before you tumble dry; by ensuring that fridges and freezers are installed away from cookers and other sources of heat in accordance with the manufacturer's advice; and by switching off lights when not needed.

Manufacturer's name and product details

This confirms the manufacturer's name and model number - check that this is the same as the model you actually choose to buy.

The European Ecolabel

Some products are awarded the European Ecolabel which may appear on the label or elsewhere. The Ecolabel indicates that the product has been independently assessed and found to meet strict environmental criteria (considering more than just energy consumption), putting it among the best in its class.